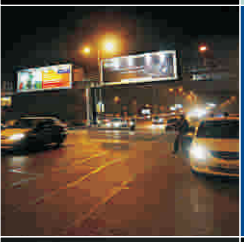
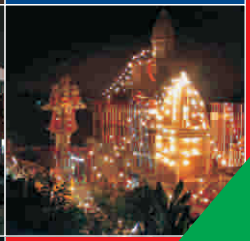
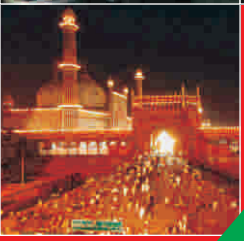
Citizen's Charter



BSES

BSES Yamuna Power Limited

Registered Office: Shakti Kiran Building, Karkardooma, Opp Karkardooma Court, Delhi-110092

A joint venture with Govt of NCT, Delhi

BSES

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इंटिग्रेटेड मैनेजमेंट सिस्टम पॉलिसी

बीएसईएस यमुना पावर लिमिटेड कानूनी, नैतिक, पर्यावरण हितैषी, स्वस्थ व सुरक्षित तरीकों से, अपने सभी उपभोक्ताओं व शेयरधारकों को लगातार बेहतर, गुणवत्तायुक्त व विश्वसनीय सेवाएं देने को प्रतिबद्ध है।

BSES Yamuna Power Limited is committed towards continual improvement in its quality and reliability of services to all customers and other stakeholders in an ethical, lawful, environment friendly, safe and healthy manner.

ਬੀਐਸਈਐਸ ਯਮੁਨਾ ਪਾਵਰ ਲਿਮਿਟੇਡ ਕਾਨੂੰਨੀ, ਨੈਤਿਕ, ਪਰਿਆਵਰਣ ਹਿਤੈਸ਼ੀ, ਸੁਅਸਥ ਅਤੇ ਸੁਰੱਖਿਅਤ ਤਰੀਕਿਆਂ ਨਾਲ, ਆਪਣੇ ਸਾਰੇ ਉਪਭੋਗੀਆਂ ਅਤੇ ਸ਼ੇਅਰਧਾਰੀਆਂ ਨੂੰ ਲਗਾਤਾਰ ਬਿਹਤਰ ਕੁਆਲਿਟੀ ਦੀ ਅਤੇ ਭਰੋਸੇਯੋਗ ਸੇਵਾਵਾਂ ਦੇਣ ਲਈ ਵਚਨਵੱਧ ਹੈ।

بی ایس ای ایس یمنا پاور لمیٹڈ اپنے سبھی صارفین وشیئر ہولڈروں کو قانونی، دوستانہ ماحولیات، صحت مند ومحفوظ طریقوں سے مسلسل بہتر خصوصیات اور قابل اعتماد خدمات دینے کیلئے عہد بند ہے۔

Ramesh Narayanan
Chief Executive Officer

New Delhi

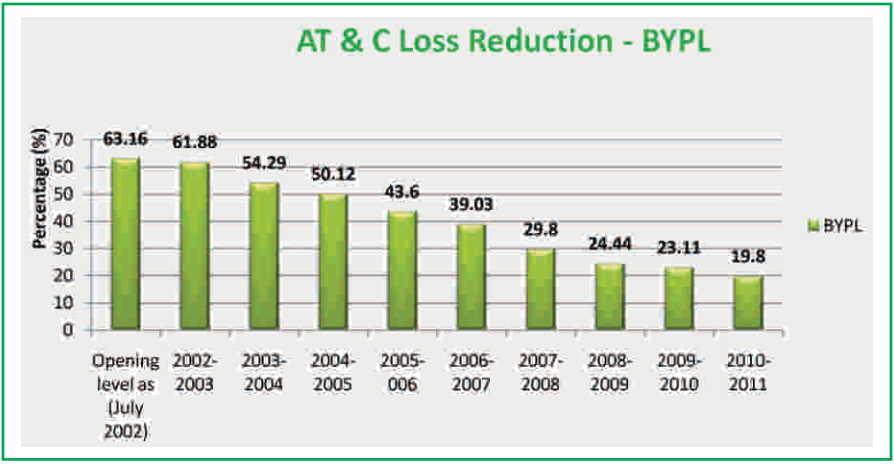
We are pleased to present the 'Citizens Charter' - a handy reference guide to BSES Yamuna Power Limited operations in East and Central Delhi.

For our customers convenience we are offering Door Step Services on our 24x7 helpline number 399-99-808 and also our newly launched SMS services on 5-54-54-64, this in addition to the facility of online customer support and payment options on our website www.bsesdelhi.com.

BSES Yamuna Power Limited Area of Operation

Catering to a geographical area of around 200 sq kms, BSES Yamuna Power Limited (BYPL) is the smallest of the three private distribution companies (discoms) in Delhi. The company supplies electricity to over 11 lakh customers, covering a population base of nearly 42 lakh in Central and East Delhi.

Consumer Profile	
Maximum Demand Met (MW)	1180 MW
Population Density	5953 (per sq km)
Total Customers (As of Jan '11)	11.90 lacs



Here's How Your House Gets Powered...

In July 2002, the erstwhile Delhi's Electric Supply Undertaking (DESU) was divided, or unbundled as it is technically described, into three entities-Genco (power generating company),Transco (power transmission company) and Discoms(power distribution companies).

It was only the distribution part of the electricity business that was privatized. The task of power generation and transmission remained in the hands of government controlled entities-Genco & Transco. For distribution purposes, Delhi was divided into three zones. BSES assumed charge for two of these three. Thus were born BSES Yamuna and BSES Rajdhani Power Limited.

The crucial upshot:BSES brings electricity to your homes, but it is not responsible for generation(Genco) or transmission(Transco).

BYPL distributes power after sourcing it from many generating stations spread across the country

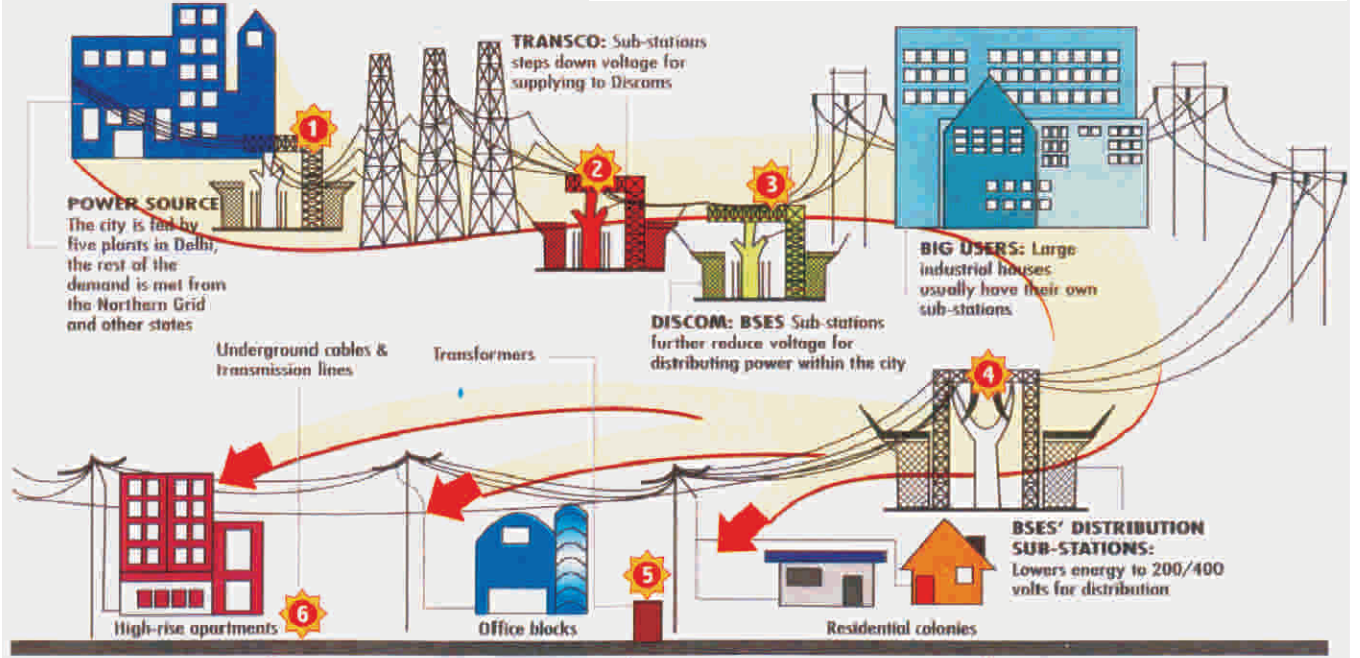
A. Genco generates power and steps it up to 33/66 KV and then to 220 KV before sending it to Transco.

B. Transco receives power at 220 KV and steps it down to 66/33 KV before sending it to Discoms.

C. Discoms (BSES) receive power at 66/33 KV and step it down further to 11 KV before feeding it to the distribution transformer.

D. Finally, thousands of BSES' distribution transformers step the power down to 0.4 KV and reaches it to your homes.

How do you get power?


TRANSCO: Sub-stations steps down voltage for supplying to Discoms
POWER SOURCE
The city is fed by five plants in Delhi, the rest of the demand is met from the Northern Grid and other states
BIG USERS: Large industrial houses usually have their own sub-stations
DISCOM: BSES Sub-stations further reduce voltage for distributing power within the city
Underground cables & transmission lines
Transformers
BSES' DISTRIBUTION SUB-STATIONS: Lowers energy to 200/400 volts for distribution
High-rise apartments
Office blocks
Residential colonies
1
2
3
4
5
6

FLASH POINTS
Glitches in any link of the electricity supply chain lead to power cuts

1. Shortage of power from any source
2. Problems in transformers, other equipment
3. Old systems not equipped to take the load
4. Conductor and cable problems are rampant
5. Local transformers keep bursting
6. Faulty cables fail to take increased load

Timeframe

Though the Delhi Electricity Regulatory Commission (DERC) has laid down the stipulated timeframe within which the various services have to be rendered, BYPL has been continuously striving to even better these. Here's a primer:

S. No.	Commercial / Metering Complaints/ Requests	DERC Timeline (Days)	BYPL Timeline (Days)
1	New Connection Demand Note after Application Received	7	7
2	New Connection-Energisation after payment of Demand Note(Electrified)	12	7
3	New Connection-Energisation after payment of Demand Note(Un-Electrified)	180	60
4	Temp. Connection - Energisation after payment	7	7
5	Load Enhancement - Energisation after payment of demand note	12	7
6	Load Reduction sanction (effect from next billing cycle)	10	10
7	Testing of Meter after payment	15	15
8	Replacement of Faulty Meter (stop, slow, fast, glass broken)	30	15
9	Replacement of Burnt Meter	3	3
10	Final Bill (Disconnection request)	5	5
11	Reconection after payment (Normal/Dormant)	2	2
12	Delay of Meter Energisation after Security Deposit	15	7
13	Shifting of Meter/Amalgamation of Meter	15	15
14	Category Change	10	10
15	Re-Sealing of Meter (New)	-	15

S.No.	Billing Complaints Request	DERC Timeline	BYPL Timeline
1	Name Change	2 Billing Cycles	15
2	Billing Complaints	15	7
3	Bill Not Received	1	1
4	Final Bill (Vacating Premises)	23	3
5	Special Reading	7	3
6	Refund of Security Deposit	60	7
7	Correction of Security Deposit	-	7
8	Name Correction / Address Correction	60	15

Charges

New Connection

The charges payable depend on the Tariff Category and Sanctioned load:

(i) Advance Consumption Deposit/Security Deposit is dependent on Sanctioned load and tariff category, as specified in the table below:

S.No.	Category	Amount (Rs./KW)
1.	Domestic	600.00
2.	Non-Domestic	1500.00
3.	Industrial	1500.00
4.	Agriculture	300.00
5.	Street Light	1500.00
6.	Railway, DMRC	1500.00
7.	Mushroom Cultivation	600.00
8.	Temporary Connection: • Upto 3 days • Upto 7 days and multiple thereof, in block of 7 days • For regular use/construction works	300.00 500.00 per 7 days block or part thereof 1.5 times relevant category

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

ii In case area/colony is electrified, the Service line and development (SLD) charges shall be payable by all the consumers irrespective of whether it is electrified or unelectrified area. The SLD charges as given in Table below would be leviable.

S.No.	Sanctioned Load	Amount (Rs.)
1	Upto 5 KW	3000.00
2	More than 5 KW upto 10 KW	7000.00
3	More than 10 KW upto 20 KW	11000.00
4	More than 20 KW upto 50 KW	16000.00
5	More than 50 KW upto 100 KW	31000.00
6	More than 100 KW (at 11 KV)	50% of the cost of HT cables/lines/switchgear

Source: Table 4, Delhi Electricity Supply Code and Performance Standards Regulations 2007

Tariff Category/Load Change

(i) Advance Consumption Deposit/Security Deposit depending on the final and original tariff category (that shall be applicable after load/tariff category change), as specified in Table below:

S.No.	Category	Amount (Rs./kW)
1.	Domestic	600.00
2.	Non-Domestic	1500.00
3.	Industrial	1500.00
4.	Agriculture	300.00
5.	Street Light	1500.00
6.	Railway, DMRC	1500.00
7.	Mushroom Cultivation	600.00

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

In case of tariff category change, if the original receipt for the security deposit paid is produced, only the differential Security Deposit amount shall be paid by the customer after due verification of the receipt by BYPL.

In case of Load Change, Security is required to be paid only on the incremental load.

(ii) Service Line cum Development charges would be payable in case a service line change is required. The changes would depend on the final sanctioned load as specified in Table below:

S.No.	Sanctioned Load (KW)	Amount (Rs.)
1	Upto 5	3000
2	More than 5 upto 10	7000
3	More than 10 upto 20	11000
4	More than 20 upto 50	16000
5	More than 50 upto 100	31000
6	More than 100 (at 11 kV)	50% of the cost of HT cables/lines/switchgear

Source: Table 3, Delhi Electricity Supply Code and Performance Standards Regulations 2007

SAFETY ALERT: VERTICAL & HORIZONTAL CLEARANCES OF BUILDINGS

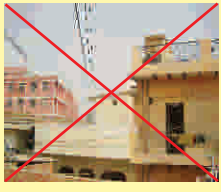
ISSUED IN PUBLIC INTEREST.

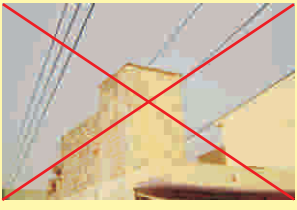
Attention building/shop owners/residents & general public

Extending buildings, structures, projections, balconies chajjas or boundary walls etc during or after the construction of authorised electricial mains or associated electrical installations **must comply with the provision of Rule 79 & 80 of the Indian Electricity Rules 1956, and related provisions of the Electricity Act, 2003 (Sec 53& 68(5) read with Section 161)**

Minimum vertical & horizontal clearances required to be maintained from the electricity mains and electricial installations to avoid any mishap or fatal accident as per Rules 79 & 80 Indian Electricity Rules 1956 are:

S. No	Lines / installations	Minimum vertical clearance where line is passing above a building/structure / balcony etc.	Minimum horizontal clearance where line is passing adjacent to a building /structure /balcony etc.
1	Low or Medium Voltage line and service line up to 650 Volts	2.5 mtrs. from the highest point	1.2 mtrs. from the nearest point
2	High Voltage line up to and including 11000 Volts	3.7 mtrs. from the highest point	1.2 mtrs. from the nearest point
3	High Voltage line above 11000 Volts and up to and including 33000 Volts	3.7 mtrs. from the highest point	2 mtrs. from the nearest point
4	Extra High Voltage line above 33000 Volts	3.7 mtrs. (plus 0.30 mtrs. for every additional 33000 Volts or part thereof)	2 mtrs. (Plus 0.30 mtrs, for every additional 33000 Volts or part thereof)





Owners/occupiers are advised to remove unauthorised structures, buildings, projections, balconies, boundary walls etc immediately....

NOTE: Violators of the above Rules 79&80 Indian Electricity Rules 1956 will be held personally responsible for any direct or indirect loss (life, property etc) and liable for prosecution as per applicable law.

For clarifications call BYPL O&M office 399-99-808

BSES

BSES Yamuna Power Limited

A Joint Venture with Govt of NCT, Delhi

ISO 14001:2004 & OHSAS 18001:2007 company

Safety First - Do's and Don'ts

Observe these simple Do's and Don'ts and help keep friends, family and yourself safe!

Do's

- ✓ Carry out all electricity related work only after switching off the power supply.
- ✓ In case of an electrical fire immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water.
- ✓ Provide effective Earthing for all electrical appliances and install Earth Leakage Circuit Breaker (ELCB) to prevent electrical shocks.
- ✓ Old and damaged wiring, where insulation has worn out, should be immediately replaced.
- ✓ For all electrical appliances use properly earthed 3-pin plugs.
- ✓ Electrical appliances should be kept away from damp & hot surfaces and from flammable goods.
- ✓ Contact a qualified electrician in case of dim or flickering lights, sparks and buzzing sounds from electrical appliances. They are signs of a potential hazard.
- ✓ Keep away from overhead electricity lines and cables and do not touch broken wires.
- ✓ Avoid joints in the wiring. All necessary joints should have proper taps / insulation.

Don'ts

- × Don't go near any place where 'Danger'/ Caution board is placed.
- × Don't climb a tree that has power lines running through or near it.
- × Never climb utility poles or play near fencing around substations.
- × Don't touch switches / plugs with wet hands.
- × Don't fly kites near High Tension electrical wires.
- × Don't use broken electrical fittings, replace them immediately.
- × Don't use metallic wires near electric cables for hanging wet clothes.
- × Don't use electrical appliance or talk on the phone during an electric storm.
- × Don't insert wires directly into the plug socket without a matching plug pin.
- × Don't touch a bare wire i.e. without insulation. It may be live.
- × Don't provide for a fuse on a neutral circuit.

Enjoy Power Responsibly

Over the years, Delhi's power demand has grown phenomenally. In May this year, Delhi's power consumption reached a whopping 4823 MW, its highest ever, surpassing 2010's maximum of 4720 MW. Delhi's per capita power consumption of 1615 units is also more than double the national average.

Delhi produces around 1/4th of its total power requirement. For the rest, it depends on other states to fulfill its electricity needs. Do you know, it takes 1 kg of coal to produce between 2 and 5 units of power? It is time, we as citizens of the national capital – Delhi, do our bit to conserve energy and reduce our carbon footprint.

BSES has launched "My Cool Idea", a campaign that seeks to engage you to elicit your ideas and suggestions to reduce power consumption and encourage energy conservation. These ideas will be uploaded on the BSES website, where a special icon has been created.

So what are you waiting for! Share your ideas on energy conservation. Log on to www.bsesdelhi.com - NOW!

BSES

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A JOINT VENTURE WITH GOVT. OF NCT, DELHI.

Tips on Energy Saving

Follow these simple energy saving tips to reduce your bills as well as keep the earth green.

Sun Control Films

- Sun Control Films help insulate your homes, offices and other spaces from heating-up due to solar radiation especially due to ultra violet (UV) exposure. Such measures not only save substantial power needs for air conditioning but also protect humans from the ill effects of UV rays
- Air conditioning can account for 30-50% of a company's/ household's annual energy costs. Sun control film typically delivers 5-10% energy saving. The amount of heat and light that's let in depends on the type of sun control film used and can reject up to 80% heat

White-Roofing

- Painting the roofs white or installing white tiles on commercial and residential roofing can cut air conditioning costs by around 20 %. Experts claim converting 1,000-square-foot roof with white material would offset 10 metric tons of greenhouse gases

Lighting System

- Turn off lights and fans when not in use.
- As far as possible use task lighting which focuses light where it is needed.
- Clean tube lights and bulbs regularly - dirty ones waste upto 50% of the light through absorption.
- Use/replace ordinary tubelight chokes with power saving electronic chokes.
- Replace ordinary lamps with energy efficient CFLs which use 80% less energy. Savings between Rs 321 to Rs 525 (depending on wattage) per year can be done with just one CFL bulb.

Room ACs

- Air-conditioners cost over Rs 10 per hour to run. You can reduce energy use by as much as 40% by shading the windows and the walls with plants etc.
- Set AC thermostat at 25 degree C to provide the most comfort at the least cost.
- Keep the doors of the air-conditioned room closed as far as possible.
- Clean the AC filter every month.
- Set a higher cut-off temperature for your air-conditioner when not required.

Refrigerator

- Make sure the refrigerator is placed away from any heat source including direct sunlight.
- Allow enough space around the refrigerator for continuous airflow. If the heat cannot escape, the cooling system will have to work harder and use more energy.
- Defrost the freezer compartment regularly for a manual defrost refrigerator.
- Do not keep your refrigerator door open for too long.
- Periodically check the condition of the door gasket.

Inverter/Generator/Geysers

- Install a Total Isolation Relay for invertors/generators/geysers to prevent your electricity meter from running during a power cut.
- Install Thermostat fitted geysers.
- Get your geyser serviced every year.

Microwaves

- Save 50% on cooking energy costs by using a microwave oven instead of a regular oven.
- Place larger and thicker items towards the outside edge as microwaves cook from the outer to the center of the dish.

Computers

- Turn off the computer when not in use.
- The monitor uses more than half of the energy consumed. Turn it off even if you have to leave the computer on.
- Screen savers do not save energy. Start ups and shutdowns do not use any extra energy and nor do they harm the components, so shutting down computers when not in use actually reduces system wear and tear and also saves energy.

Switch off

- Avoid keeping electronic appliances in the stand by mode since your electricity meter records such consumption. A survey has shown that Delhi loses about 175 MW or 25 % of the electricity produced in Delhi worth a whopping Rs 613 crore annually to the gadgets switched off from the remote control (stand by mode).
- Use ISI marked & energy efficient gadgets to minimize consumption

Availing SMS services on 5-54-54-64

BYPL has introduced a SMS service 5-54-54-64 for your convenience. In case of a power outage, voltage fluctuation or an outage due to a meter issue, now you - residents of East and Central Delhi - can simply SMS and register your complaint. All you have to do is:

Type BSES <SPACE> FAULT CODE <SPACE> CRN Number and SMS to 5-54-54-64

Fault Codes are:

(i) NC for No Current,

(ii) VF for Voltage Fluctuation

(iii) MB for Outages on account of Meter Issues

Even Bill and Payment details are available through SMS. All you have to do is:

Type BSES <SPACE> BILL <SPACE> CRN Number and SMS to 5-54-54-64

Efforts are on to offer services such as, New Connection, Load Enhancement, Name/Address and Category Change on this SMS services.

Availing a service - New Connection & more

Applying for a New Connection, Load Enhancement / Reduction, Name Change, Address Correction, Category or Tariff Change…now you can avail of these services without leaving the comfort of your home. Just call BYPL's IVRS based Call Centre number 399-99-808 and select the Door Step Service "DSS" option or simply visit the web site www.bsesdelhi.com and fill up a simple request form.

Subsequent to your request, a BYPL representative will visit your residence at a mutually convenient time and help you complete the required commercial formalities (including Application Form, Affidavits, and Indemnity Bonds etc) and collect the requisite documentation within a stipulated timeline.

Documentation

Documents required for availing services like New Connection, Load Enhancement, and Name Change, include:

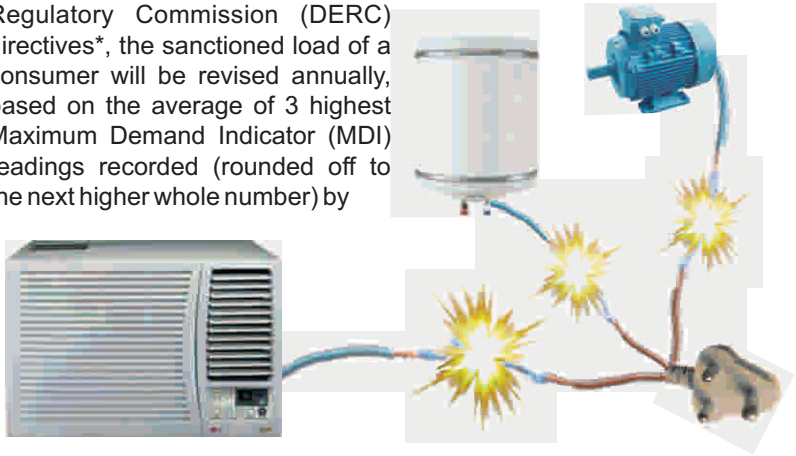
1	Passport Size Photograph of Applicant
2	Electrical Contractor Certificate for Internal Wiring (in the prescribed form)
3	Fire Fighting / Lift Safety Certificate (wherever applicable)
4	Address Proof - Any of the following: a Electoral Identity Card b. Passport c. Driving License d. Ration Card e. Photo Identity Card issued by any Govt. Agency
5	Proof of Ownership / Occupancy (any of the following): a. GPA b. Possession Letter c. Rent Receipt with Proof of Ownership of Landlord D. Lease Agreement
6	No Objection Letter of Landlord along with Proof of Ownership of Landlord.
7	Other Documents: applicable for selected consumer category: a. Industrial Valid Industrial License / Lal Dora Certificate in case of rural areas b. Agricultural Consumers i. Certificate of Residence from Block Development Officer ii. No Objection Certificate from Development Commissioner / Block Development Officer for Tube wells. c. Non-domestic for Khokhas and Temporary Structure i. The Bazaari Receipt Number ii. No Objection Certificate for Khokhas / Temporary Structure for Municipal Corporation of Delhi / Delhi Development Authority / Land Owning Agency

Attention!

Draw electricity within Sanctioned Load

Overloading causes system breakdown, endangers life, besides being an illegal activity

As per the Delhi Electricity Regulatory Commission (DERC) directives*, the sanctioned load of a consumer will be revised annually, based on the average of 3 highest Maximum Demand Indicator (MDI) readings recorded (rounded off to the next higher whole number) by



the meter - during the 12 months of the previous financial year - installed at a consumer's premises.

The sanctioned load of the consumer will be revised by the electricity distribution licensee accordingly.

The security deposit will be charged as per the prevailing DERC approved rates for the additional load being used. This will be over and above the consumer's authorised sanctioned load. Consumers will be entitled to interest - presently at 6% per annum - on the security deposit from the date of deposit.

Further charges as applicable for replacement of the service line, if required, shall be payable by the consumers.

An overloaded distribution system puts strain on the network, resulting in system breakdown. Consumers are requested to cooperate so that we can provide safe, reliable and uninterrupted power supply.

* Full details of the DERC direction dated 01.02.2011 are available on the DERC website www.derc.gov.in

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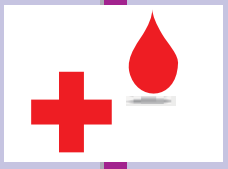

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A responsible Corporate Citizen

Pro-environment

- 66/11kv BYPL Commonwealth Grid station is Delhi's 1st green grid
  - o Control room building 323mt x13.6mt built with fly ash bricks
  - o 14,000 litres water harvesting system designed with TERI expertise
- Converted 987 sq meters terrace space on BYPL Head office "white roof" to reduce "urban island heat effect"
- 25 year MoU to procure 25 MW solar power with ACME Jaisalmer Solar Pvt Ltd.
- 25 year Power Purchase Agreement (PPA) with East Delhi Waste Processing Company Limited (EDWPCL) to buy power from Delhi's first 'city waste to power' initiative at Ghazipur.
- More than 1/3rd of energy sourced for BYPL distribution area is clean green energy:
  - 18% hydro power plant
  - 17% gas based power plant
  - 2% nuclear energy plants
- 1st discom to provide network of 31 electric vehicle charge ports to promote cleaner, greener personal transportation
- Special promotion with electric scooter manufacturers for BYPL staff
- Organises paperless Lok Adalats together with Delhi High Court Legal Services Committee for faster resolution of pending cases in various courts. Over 3000 cases settled in 2010.
- Providing on-line bills and payment facility to customers on www.bsesdelhi.com
- Providing SMS services on 5-54-54-64 for bills, payment and meter queries
- Installation of maintenance free packaged ring main units (RMUs) eliminating oil based transformers

Increasing Delhi's green cover

- BYPL planted over 5,000 trees-across its locations
- Encourages tree plantation amongst children of BYPL staff and Vishisht Sahayogis

Awareness Campaign

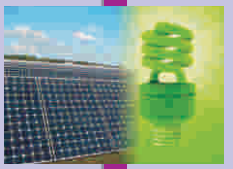
- Engages NSD troupes to conduct Nukkad Nataks on power conservation, safety and anti power theft related issues at various locations.
- Partners with World Wildlife Fund for annual Earth Hour campaign on last Saturday of March to create awareness on global warming to more than 11lakh customers.

Lending a helping hand

- Organises annual "Arpan" warm clothes donation for distribution to destitutes
- Twice a year voluntary blood donation camps held with Red Cross and Government Hospitals
- Distributed thousands of food packets to flood affected
- Contribution to Prime Minister's Relief Fund

School children pass on power conservation message

- Energy conservation programmes included in SUPW curriculum of schools
- Student rallies in neighborhoods to spread energy conservation message



STOP POWER THEFT: SAVE ENERGY

बिजली चोरी रोको: बिजली बचाओ

- Since 2002 over 1.7 lakh cases of power theft booked
- Over 10.51 lakh KW of power theft load unearthed
- Over 820 power theft accused sent to jail
- Power theft is a cognizable offence punishable with a jail term of upto 3 years
- Call & alert power theft at 399-99-808(BYPL)

दैनिक भास्कर
Shocking power theft in posh Delhi colonies
BRPL raids to check power theft
10 ACs, 6 geysers, 96 lamps and no meter
Delhi Time
City's rich caught stealing electricity
बिजली चोरी में कंपनी मालिक को हुई कैद
Power theft detected at Anand Parbat restaurant
THE HINDU
Power theft rises with festivities
दिल्ली जाग
15 बड़ी रामलीलाओं में बिजली चोरी पकड़ी
दरियागंज में दो फैक्ट्रियों पर छापा 50 केवी की बिजली चोरी पकड़ी
Hindustan Times
Pvt firm CEO gets 2-year jail term for power theft
TIMES CITY
Shops in Karol Bagh booked for power theft
WATT? THIEF? FINE WORTH RS 12 LAKH
Durga Puja, mela organisers booked for power theft
नीलकंठ अपार्टमेंट के 17 फ्लैटों में बिजली चोरी

BSES

BSES Yamuna Power Limited

Registered Office: Shakti Kiran Building, Karkardooma, Opp Karkardooma Court, Delhi-110092

Electricity Calculator

A handy illustration to calculate your own power consumption.

Appliances*	(a) Load (Watts)	(b) No of Appliances	(c) Consumption (Hours/Day)	Units/Months axbxcx30/1000
Refrigerator (Small)	225	1	10	68
Window Air Conditioner (1.5 ton) / Room Heater (Blower Type)	1800	1	5	270
Cooler (Medium size)	170	1	8	41
Table fan / Ceiling Fan	80	3	12	86
Exhaust Fan	150	1	2	9
Incandescent Bulb	100	2	2	12
Tube Light with Cu choke	55	4	7	46
Washing Machine	500	1	1	15
Colour Television	120	1	6	22
Pump Motor (1 HP)	740	1	1	22
Geyser (Storage)	2000	1	2	120
Computer	150	1	2	9
				720

You can calculate your own consumption by multiplying 'a' (wattage) x 'b' (No. of appliance) x 'c' (consumption hours/day) x 30 (days) and divide it by 1000 to convert W to kW

- The list and figures are indicative. Please calculate for your appliance and check actual wattage.

  Log on to www.bsesdelhi.com and check the on-line Energy Caclulator

Earth Leakage Protective Device (ELCB)

Earth leakage, may turn simple everyday appliances into objects of dread - giving electric shocks and causing serious bodily injury, which sometimes can be fatal. These shocks and mishaps can be avoided by installing an Earth Leakage Protective Device (ELCB). This simple yet a very useful device detects even a small "current to earth" (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises / equipment, thus preventing serious mishaps.

Another useful benefit of installing an ELCB is that it also detects faulty and inter-mixing of internal wiring. On detection, the ELCB immediately trips, thus preventing potential wastage of electricity and accidents.

Under Section 61 A of the Indian Electricity Rules, 1956, it is mandatory for all consumers, having an electricity load of 5 kW and above, to have an ELCB installed at their premises. DERC in its latest order has directed the Delhi discoms to ensure strict adherence to Section 61 A of the Indian Electricity Rules, 1956 and

make the installation of an ELCB mandatory and a pre requisite for providing a new connection with immediate effect. Moreover, in compliance with the DERC directive BYPL in East and Central Delhi and BRPL in South and West Delhi will be issuing a formal time frame for existing consumers to have an ELCB installed.

Property Dues

Are you buying or selling property? Are you taking / leaving rented accommodation (including government quarters / flats / bungalows)???

Please remember to take "No Dues Certificate" from BYPL to avoid "outstanding dues" problem in future. The last Bill paid is not conclusive proof that no other dues are outstanding on the property. There could be other dues which can be broadly classified as follows:

- Enforcement (Power theft/dishonest abstraction of electricity)
- Assessment for the period for which meter remained defective (which is done only six month after the replacement of defective meters)
- Adjustment of Bill from Provisional to Actual
- Dues kept as deferred pending settlement of dispute.
- Dues kept as deferred for the installment not yet due.
- Dues of Temporary Connection on the Premises taken for construction / renovation / social function etc.
- Cost of the meter which was tampered, burnt or found defective at the time of change of occupancy etc.

Beware of Impostors

Often BYPL has come across incidents of forgery and misrepresentation where gullible and unaware customers have been targeted by imposters and conmen. Masquerading as BYPL employees, these imposters try to extract money from the unsuspecting customers on one pretext or the other. Thankfully, some aware and alert customers have thwarted such attempts.

BYPL urges customers to guard against unscrupulous elements - out to make a quick buck in a clandestine manner and tarnish the company's image. Do not get intimidated by their threats or false assurances.

Do not give them any money. Remember, all Enforcement, Fines, Penalties and other Commercial payments are to be made only at designated BSES offices.

Customers are advised to ascertain and verify the identity of persons claiming to be from BSES who visit their premises. Please ask for their Identity Cards and look for the following to ascertain its genuineness :

BSES Logo, BSES Hologram, Date of Issue, Validity, Photograph, Signature of authorized signatory, Signature of employee, Employee Number / I Card Number, Name / Logo / Address of the Contractor, Lamination.

In case you have any doubt or notice anything suspicious, please immediately alert the nearest BSES office or call 399 99 808 and inform the local Police on # 100.

Empowering Women

- Women from Economically Weaker Sections employed as Bill Distributors in BYPL
- BYPL, the 1st distribution company in Delhi to do so
- Initiative aimed at improving field level Customer Engagement, Sensitivity, Efficiency and Understanding
- 28 Women bill distributors, amongst the 1st batch flagged off on August 16
- 150 Women bill distributors to be engaged in subsequent phases

BSES

BSES Yamuna Power Limited

Regd. Off.: Shakti Kiran Building, Karkardooma, Delhi - 110092

Load Enhancement

At times outages also occur due to over loading / drawal. Now what is over loading / drawal? Simple. You have an electricity connection for an X amount of load. Say 5 kW. But over the years, your life style changes and you acquire more electricity guzzling gadgets like Air Conditioners, Geysers, Blowers etc. But you don't get your Sanctioned load increased / enhanced from 5 kW to 7 or 10 kW. Not only does this put a huge strain on the network, leading to trippings and outages, it is also a safety hazard.

Our network is designed and periodically upgraded on the basis of Load Forecasts declaration made by the consumer about the load (quantity of power) required. There are many consumers, who over the years have acquired electricity guzzling gadgets like Air Conditioners, Geysers, Blowers etc, but have not got their Sanctioned load enhanced.

Therefore the declaration made, about the required load and more importantly about enhancement of load with passage of time is crucial to maintain the distribution network's health and ensures quality power at home and office.

Avail the services of a licensed electrician to gauge your electricity load. All it takes is Rs 600 per kW (Domestic) and Rs 1500 per kW (Commercial) to enhance your load.

Here is a simple illustration to calculate Sanctioned Load

Appliances	Load (Watts)*	Quantity	Total
Refrigerator (165 Ltr)	150	1	150
Window Air Conditioner 1.5 ton/Blower/Heater	2000	1	2000
Cooler Medium Size	200	1	200
Table Fan/ Ceiling Fan	80	4	320
Exhaust Fan	150	1	150
Bulb	100	5	500
Tube Light (With Choke)	52	4	208
Washing Machine	500	1	500
Colour TV	150	1	150
Pump Motor (1 H.P)	740	1	740
Total			4918

*1000 Watts = 1 kW

Minimum Sanctioned Load in the above illustration should be 5 kW.

Handy Addresses

Grievance Redressal

BSES has a very robust grievance redressal mechanism. In case, your queries / complaints are not resolved to your satisfaction at the discom level, you may approach the following:

Consumer Grievance Redressal Forum (BYPL)

Sub Station Building,

Adjacent to BYPL Regd. Office, Karkardooma, Shahdara, Delhi - 110032

Phones : 32978140, Fax : 22384886

Email : cgrfbypl@hotmail.com

In case, a consumer is still not satisfied, the can approach

the office of

Electricity Ombudsman.

B 53 Paschimi Marg, Vasant Vihar New Delhi - 110057

Tel : 32506011, Fax : 26141205

Address for Special Courts of Electricity

Special Courts of Electricity for BSES Yamuna Power Limited are:

1 Karkardooma Special Court
Court Room No. 5,
Karkardooma Court Complex,
Delhi-110092.

2 Tis Hazari Special Court
Court Room No-21, Tis Hazari
Court Complex,Delhi-110054

Save fuel, save money
log in and pay on-line at
www.bsesdelhi.com

BSES

BSES Yamuna Power Limited

BYPL Commercial Office Contacts

S.N.	Division/Circle	Address	Contact Number
A	Circle Head-South-East	Sub-station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	
1	Karkardooma	Shakti Kiran Building, Opposite Karkardooma Court, Karkardooma, Delhi-110092	39997137
2	Laxmi Nagar	Sub-station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	39999256
3	Mayur Vihar Ph I & II	Sub-station Bldg. adjacent to Local Shopping Complex, Pocket-1, Mayur Vihar Phase-I	39992901
4	Mayur Vihar Ph III	Sub-station Bldg. Near Somervilla School, Vasundhara, Delhi	39993029
Divisional Chief Krishna Nagar		F-15/2, Krishna Nagar, Delhi-110051	
5	Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	39999296
B	Circle Head-North-East	33 kV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	
6	G T Road	34 kV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	39999272
7	Nand Nagri	C-102 Tahir Pur Grid, Nand Nagri, Delhi-110094	39993403
8	Karawal Nagar	66 kV Bhagirathi Grid, Near Gokul Puri Police Station, Yamuna Vihar, Delhi	39993290
Divisional Chief Yamuna Vihar		33 kV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	
9	Yamuna Vihar	Sub-station Bldg. C-7, Yamuna Vihar, Delhi-110053	39993152
C	Circle Head-Central-1	BSES Building, Gandhi Market, Behind Zakir Hussain College, Delhi-110002	
10	Patel Nagar	Sub-station Bldg. Block-18, East Patel Nagar, Delhi-110018	39994601
11	Shankar Road	33 KV Sub-station Bldg. Shankar Road, Near Sanatan Dharm Mandir, New Delhi-110060	39999338
12	Pahar Ganj	Pahar Ganj District Office Building, Aram Bagh, Near Pahar Ganj Police Station, Delhi-110055	39999362
D	Circle Head-Central-2	BSES Building, Gandhi Market, Behind Zakir Hussain College, Delhi-110002	
13	Darya Ganj	Kamla Market Office, Asaf Ali Marg, Delhi-110001	39994129
14	Chandni Chowk	Chandni Chowk Sub-station Bldg. Near Town Hall, Chandni Chowk, Delhi-110006	39999316

Watch out for regular useful information updates of Synergy with your bills

BYPL Operations & Maintenance Office Contacts

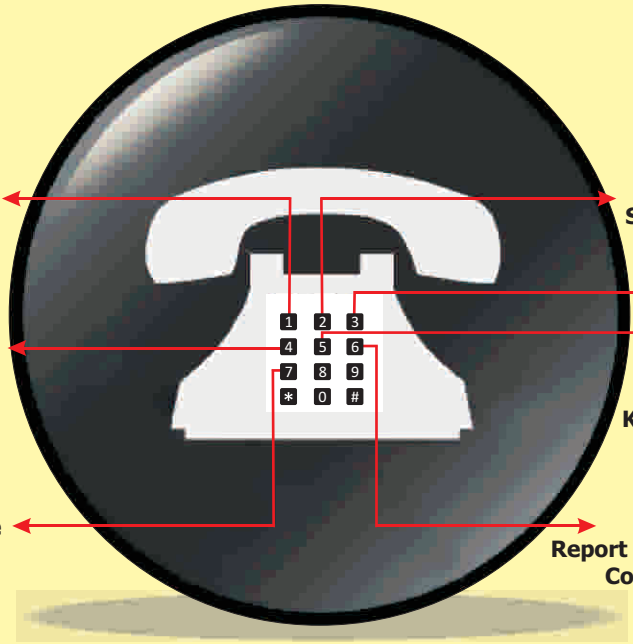
S.N.	Division/Circle	Address	Contact Number
A	Circle Head-South-East	Shakti Kiran Building, Opposite Karkardooma Court, Karkardooma, Delhi-110092	
1	Karkardooma	Sub-station Bldg. B-Block Vivek Vihar, Delhi-110091	32019831
2	Laxmi Nagar	Sub-station Bldg No-7, I P Extension, Near AVP Public School, Delhi-110092	39992828
3	Mayur Vihar Ph I & II	Sub-station Building No-1, Opposite Sadar CGHS, Mayur Vihar Phase-1, Delhi-110092	39993001
4	Mayur Vihar Ph III	Sub-station No-2 Vasundhara Enclave, Near Dharamshila Cancer Hospital, Delhi-110092	32546242
Divisional Chief Krishna Nagar		F-15/2, Krishna Nagar, Delhi-110051	
5	Krishna Nagar	Sub-station Building, Block-18, Geeta Colony, In front of Sai Baba Mandir, Delhi-110031	32594303
B	Circle Head-North-East	33 kV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	
6	G T Road	Sub-station Bldg. B-Block, Dilshad Garden, Behind State Bank of India, Delhi-110095	32596043
7	Nand Nagri	Sub-station Bldg No-2, MIG DDA Flats, East of Loni Road.	32475131
8	Karawal Nagar	Sub-station Bldg Gokal Puri, Karawal Nagar, Near SBI Gokal Puri, Delhi-110094	39993289
Divisional Chief Yamuna Vihar		33 kV Grid, GT Road Dilshad Garden, Near Hind Pocket Books, Delhi-110095	
9	Yamuna Vihar	Sub-station Bldg, C-6 Yamuna Vihar, Delhi-110053	39993253
C	Circle Head-Central-1	33 kV Sub-station Bldg. Shankar Road, Near Sanatan Dharm Mandir, New Delhi-110060	
10	Patel Nagar	10-B, Rajendra Place, Near Patel Auto Workshop, Patel Nagar, New Delhi-110008	39994701
11	Shankar Road	Sub-station Bldg, Flat No-88-A, Double Storey R Block, New Rajinder Nagar, New Delhi	39994580
12	Pahar Ganj	Sub-station Bldg, C-Block, Motia Khan, Pahar Ganj, Delhi	32475379
D	Circle Head-Central-2	BSES Building, Gandhi Market, Behind Zakir Hussain College, Delhi-110002	
13	Darya Ganj	Sub-station Bldg, C-Block, Minto Road Housing Complex, New Delhi-110002	39994227
14	Chandni Chowk	Sub-station Bldg, Paiwalan, Dariba Kala, Chandni Chowk, Near Jama Masjid Police Station, Delhi-110006	32988861

BSES

BSES Yamuna Power Limited

Registered Office: Shakti Kiran Building, Karkardooma, Opp Karkardooma Court, Delhi-110092

Just dial 399-99-808 and press...



1 **Power Supply**

2 **SoS Fire/Shock**

3 **Bill or Meter**

4 **Door Step service**

5 **Key /Government Consumer Cell**

7 **Duplicate Bills**

6 **Report Power theft/ Corruption**

save time, save fuel, save money log on to www.bsesdelhi.com

ISO 14001:2004 & OHSAS 18001:2007 company

BYPL Customer Care Offices' Contacts

S.N.	Division/Circle	Address	Contact Number
1	Karkardooma	Shakti Kiran Building Opposite Karkardooma Court, Karkardooma, Delhi-110092	39997132
2	Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051	39999298
3	Laxmi Nagar	Sub-Station Bldg, East Guru Angad Nagar, Near Radhu Palace, Laxmi Nagar, Delhi-110092	39999251
4	Mayur Vihar Ph I & II	MVR-I & II , sub-staion building, adjacent to Local Shopping Complex, Pocket-1, Mayur Vihar-Ph-1.	39992904
5	Mayur Vihar PH III	BSES Ofice, sub-station building, Near Somervilla School, Vasundhara,Delhi.	39993037
6	G T Road	Sub-station building, GT Road, Shahdara, adjacent to Hind Pocket books, Delhi-110095	39999271
7	Nandnagri	C-102, Tahirpur Grid, Nand Nagri, Delhi-110094	39993410
8	Karawal Nagar	66 kv grid sub-station building, Bhagirathi, Near Gokul Puri Police Station, Yamuna Vihar, Delhi	39993277
9	Yamuna vihar	Sub-station building, C-7, Yamuna Vihar, Delhi-110053.	39993163
10	Chandni Chowk	Chandni Chowk Sub Station Building, Near Town Hall, Chandni Chowk, Delhi-6	39999326 39999379
11	Paharganj	PaharganjDistrict Office, Building, Aram Bagh, Near Paharganj Police Station, Delhi-110055	39999363
12	Shankar Road	33 kv sub-stn building,Shankar Road, New Delhi-110060	39999340
13	Patel Nagar	Patel Nagar Sub-stn building, Block-18, East Patel Nagar, Delhi-110018	39994604
14	Darya Ganj	Kamla Market Office, Asaf Ali Marg, Delhi-110001	39994135

BYPL Bill Payment Counters

S.No	Division	Address
1	Chandni Chowk	Town Hall, Chandni Chowk, New Delhi
2	Chandni Chowk	Lahori Gate, New Delhi
3	Darya Ganj	Ansari Road, Darya Ganj, New Delhi
4	Darya Ganj	Kamla Market, Asaf Ali Road, New Delhi
5	Darya Ganj	Gandhi Market, Minto Road, New Delhi

S.No	Division	Address
6	Dilshad Garden	66KV Grid Sub-station, G. T. Road, Near Hind Pocket Books, Dilshad Garden, Delhi-110095
7	Dilshad Garden	Zonal office,New Zafrabad, Delhi-110032
8	Karawal Nagar	Bhagirathi Grid, Karawal Nagar, Delhi
9	Karawal Nagar	Karawal Nagar Zonal Office, Delhi-110094
10	Karkardooma	Shakti Kiran bldg. Opp. Karkardooma Court, Delhi-110032
11	Karkardooma	Sub-station Building, Saini Enclave, Delhi-110092
12	Karkardooma	Kasturba Nagar Vivek Vihar Phase II, Delhi
13	Krishna Nagar	F-15/2, Krishna Nagar, Delhi-110051
14	Krishna Nagar	Sub-station Building, Gagan Vihar, Delhi
15	Krishna Nagar	Complaint Centre, Kanchan Aptt. Geeta Colony, Delhi-110031
16	Krishna Nagar	Block 8A.Geeta colony, Delhi-110031
17	Laxmi Nagar	66 kV grid Sub-station.Building, Guru Angad Ngr, Near Radhu Place Cinema, Delhi
18	Laxmi Nagar	Sub-station No 2, West Vinod Ngr, Near Mayur Public School, Delhi-110092
19	Laxmi Nagar	Sub-station No 8. Opp Fire station, Patparganj, Delhi-110092
20	Laxmi Nagar	Sub-station No 5. I. P. Extn, Delhi
21	Mayur Vihar Phase-I&II	Zonal office, Mayur Vihar-I, Delhi-110091
22	Mayur Vihar Phase-I&II	Sub-station No.8 at pocket C, Mayur Vihar -II Delhi
23	Mayur Vihar Phase-III	Sub-station No.7,Dallupura Near Summer Ville School, Dehli
24	Mayur Vihar Phase-III	Sub-station No.6 Ryan Public School Mayur Vihar Ph.III, Delhi-110091
25	Nand Nagri	Tahirpur Grid, Nand Nagri, Opp. Rajeev Gandhi Hospital,Delhi
26	Nand Nagri	Zonal Office, Nandnagri, Near Police Station Delhi-110093
27	Paharganj	Chuna Mandi, Paharganj, New Delhi
28	Paharganj	Aram Bagh, Pahar Ganj, New Delhi
29	Paharganj	Motia Khan, Pahar Ganj, New Delhi
30	Paharganj	Bahadurgarh Road, Sadar Bazar, New Delhi
31	Patel Nagar	Anand Parbat . New Delhi
32	Patel Nagar	District Office, 18 block East Patel Nagar , New Delhi
33	Shankar Road	Division Office Shankar Road, New Delhi-110060
34	Shankar Road	Tibia College, Karol Bagh, New Delhi
35	Yamuna Vihar	Sub-station bldg, block C- 7,Yamuna Vihar, Near Masjid, Delhi
36	Yamuna Vihar	Zonal Office, Zone-2401, Seelampur, Near Police Station, Delhi-110053

Customer Services Comparison BYPL Vs Others

S.No.	Services	BSES	Other Discoms in Delhi
A. Touch Points			
1	Customer Help Desk Working	6 Days/Week	5 Days/Week
2	Door Step Services (DSS) Functioning (Field Staff)	7 Days/Week	5Days/Week
3	Call Centre Functioning	24*7*365	24*7*365
4	Cash Counter Timings (8.00AM - 8.00PM)	✓	×
5	Hotlines at Customer Help Desks (Division Offices)	✓	✓
6	No Supply Complaint Registration through SMS	✓	✓
7	Retrieval of Billing/Payment details through SMS	✓	✓
B. Deliverables			
8	Multilingual IVRS (Interactive Voice Response System)- Hindi, English, Punjabi & Urdu	✓	×
9	Synergy bi-monthly, bi lingual newsletter for customers	✓	×
10	Citizen's Charter in Hindi, English and Urdu	✓	×
11	Distribution of Safety Kits and User Manual with New Connection/Load Enhancement Requests	✓	×
12	Duplicate Bill request through SMS	✓	×
13	New Connection request registration through SMS	✓	✓
C. Facilitations			
14	Self Service IVRS for complaint registration	✓	×
15	Complaint Registration on IVRS through auto recognition of telephone number	✓	×
16	Auto call routing from the IVRS to the Customer service representative in case CRN/CA number is not punched by the customer	✓	×
17	Priority Queue on the IVRS for Fire/Shock related calls	✓	×
18	Dispatch of Duplicate Bill/Application Forms by the Call Centre	✓	×
19	One Single Helpline Number for all services	✓	×
20	Estimated wait time and Queue Number announcement on IVRS	✓	×
21	VIP tagging facility in the software for ensuring better services to VIP customers	✓	×
22	Auto recognition of VIP customers on IVRS & priority service to VIP customers	✓	×
22	Call Centre actively informing affected customers about outages in case of emergencies	✓	✓
23	100% Call Recording at the Call Centre	✓	✓
24	Caller Line Identification - Computer Telephony Integration at the Call Centre	✓	✓
D. Corporate Social Responsibility (CSR)			
25	Engaging Women in Bill Distribution Activity in East & Central Delhi ar	✓	×
26	Charging facility for electric vehicle users in Central &East Delhi areas	✓	×

Various Bill Payment Options

Cash Counters

Mobile Cash Vans

Cheque by post

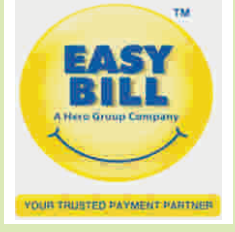
Automated kiosks

Net banking Payment

Pay by phone

Electronic Drop Box

Metro Drop Box



Easy Bill

Skypak Drop Box

ITZ Card Payment

Auto-Debit payment (ECS)

BSES Yamuna Power Limited Citizen's Charter 2011.
Produced by Corporate Communications Department,
Shakti Kiran Building, Karkardooma, New Delhi 1100092.

BSES

BSES Yamuna Power Limited

Registered Office: Shakti Kiran Building, Karkardooma, Opp Karkardooma Court, Delhi-110092

Door Step Service

Avail our services from the comfort of your home

BSES Yamuna Power Limited (BYPL) introduces Door Step Service (DSS). Now you can avail a host of services from the comfort of your home. Just get in touch and our team will assist you. No waiting in queues or repeat visits to our offices.

What are the services that I can avail on DSS?

You can apply for a host of services including: Category/Tariff/Name change, New Connection, Load enhancement/reduction, Address correction etc.

How do I apply for it?

Simply dial 399-99-808, press option#4 and request for DSS or log onto www.bsesdelhi.com Customer Service

What happens after I apply?

A BYPL representative will visit your residence to facilitate you to complete necessary documentation and formalities.

What do I do incase, I need further assistance?

In case of further assistance, please call 399-99-808 or email at bypl.customercare@relianceada.com

June 2010